



*Fall 2010 OCASI  
Professional Development Conference*

*Nottawasaga Inn Resort  
Alliston, Ontario  
November 3-5, 2010*

**OCASI**

Ontario Council of Agencies Serving Immigrants  
[www.ocasi.org](http://www.ocasi.org)



November 3, 2010

## **Executive Director's Welcome**

On behalf of the OCASI Board of Directors and staff, I am pleased to welcome you to the Fall 2010 Professional Development Conference. This is a time of tremendous change for the sector. It is a time of challenge but also of great potential. As we embark on our 28th conference, OCASI continues to provide premier training, invaluable skills development and extraordinary networking opportunities for frontline settlement workers and middle managers.

The Fall 2010 conference will continue to promote the benefits of capacity building by highlighting projects and research findings which are designed to provide insight and promote knowledge sharing in the settlement sector and the community at large. Supporting and promoting specialized client services, initiating innovative service delivery models and utilizing reporting and performance measurement tools, best practices and models, are the time tested strategies which our sector has developed in order to better understand newcomer needs and effectively contribute to their settlement and integration in Ontario.

The programming from this year has been, as always, a collaborative effort derived from contributions from our sector through a successful sector training needs assessment survey, which over 300 settlement workers along with 70 organizations completed. The province wide Conference Advisory Committee also provided valuable input. The results of our collective labors indicate that our sector continues to pay attention to gender based challenges in settlement. During this conference discussions will take place around ensuring that services which provide newcomer women with resources which address domestic violence, women's rights, and legal information pertaining to Ontario & Canadian laws, are accessible for newcomer women.

OCASI remains steadfast in its commitment to provide professional development that will highlight specialized services for newcomers living with disabilities, with a focus on employment, health and social networks development and other identified needs.

I invite you continue to develop and share with each other the expertise necessary to improve and provide services to immigrants and refugees.

I hope that during the next few days you will be both well-informed and enlightened by workshops and activities available at the Conference this year.

In Solidarity,

A handwritten signature in black ink, appearing to read "Debbie Douglas", with a stylized flourish at the end.

Debbie Douglas  
Executive Director

## Logistics

Over 350 participants, facilitators and guests are attending this Conference. We appreciate your assistance and cooperation in making this event a success.

Please take some time to read the information in this Program. Feel free to speak to OCASI Staff at the Registration Desk if you have any questions or concerns.

✓ **Carefully review your specific schedule of workshops provided to you upon arrival, and the agenda contained in the program.**

✓ **Take some time to study the floor plans, nature trail maps and list of facilities contained in your folder** and get acquainted with the location of the different meeting rooms, recreation activities and hours of operation of the Nottawasaga Inn. **Please take your room key anytime as your identity to access the facilities.**

✓ Due to space limitations, attendees have been paired with a roommate. In order to ensure the conference is pleasant for everyone, please be mindful and respectful of the person you are sharing a room with.

✓ During meals, the buffet offers a variety of options, including Vegetarian, Vegan, Halal and Kosher meals. All dishes that include beef and chicken are halal. **If you chose Kosher and Vegan meals on your online registration form, you will be provided with tickets in your personal envelope for this purpose when you register at the OCASI Registration Desk.** If, when you registered online, you indicated food allergies, meals will be labeled to identify those ingredients. If you indicated other restrictions, please notify the hotel staff at the start of each meal. If you did not specify your food restrictions in your online registration, we cannot guarantee that your restrictions can be accommodated.

✓ OCASI is not responsible for any material displayed on the Information Tables. **If you have brought materials for distribution or display, please pick up any remaining materials at the end of the Conference.** All materials left on the tables after 12:00 pm on Friday will be recycled.

✓ **Scent-Free**

OCASI and Nottawasaga Inn Resort strive to be a scent-free space. Fragrances and other scented products affect the health of many people. Please do not wear scented products at the conference.

✓ **No Smoking**

There is a No Smoking policy in all indoor spaces at Nottawasaga Inn, including private bedrooms.

✓ The Nottawasaga Inn Resort telephone numbers is (705) 435-5501. **You will be charged for any outgoing phone calls made from your room.** There is voice mail / answering machine in your bedroom which can be activated by the first 4 letters of your last name. Messages will be forwarded to your bedroom.

✓ We need your input. Please take some time to complete the Evaluation Forms for the conference and the workshops you attend. The information collected will guide OCASI's future professional development activities as well as other programs, policy and public education work. The facilitator in each workshop will distribute Workshop Evaluation Forms. **The General Conference Evaluation form is in your folder.** After completing the Workshop Evaluation Form and Conference Evaluation form, please deposit them in the evaluation boxes available in your meeting room and the OCASI Registration Desk.

✓ Check out time is 12:00 noon. If you plan to leave before Friday, please ensure that you meet the checkout time deadline. **Since the workshops on Friday run until 12:15 pm, we advise you to check out before going to your morning activities and leave your luggage in a designated room.**

✓ **The OCASI buses to Toronto and Mississauga will leave Nottawasaga on Friday, November 5 at 2:15PM sharp.** Please make sure that you are ready by that time. The bus will take you to the OCASI office at Yonge and Eglinton in Toronto or South of Square One Shopping Centre in Mississauga.

✓ **Disclaimer**

OCASI assumes no responsibility or liability for any losses or injuries of any kind incurred by participants at the OCASI Professional Development Conference, nor loss of and/or damage to their personal belongings. Participants are requested to take appropriate safety measures and precautions at all times.

✓ **Photo/Video Waiver**

For promotional and proceedings purposes, videos and photographs are taken at all OCASI conferences. Your registration constitutes permission for OCASI to use your image for professional purposes including: promotional materials (print & web), reports, etc.

# Conference Agenda

## Wednesday November 3

10:30 AM - 12:00 PM	<b>Registration</b>	Lower Lobby
11:30 AM - 1:00 PM	Lunch	Leisure Dome
1:00 PM - 4:00 PM	<b>Annual General Meeting</b>	Leisure Dome
	<b>Opening Plenary</b>	
4:05 PM - 4:50 PM	<b>Check-in</b>	Main Lobby
5:00 PM - 6:00 PM	<b>A: Information Sessions</b>	See workshop schedule
6:15 PM - 7:30 PM	Dinner	Room 12/14
7:45 PM - 9:00 PM	<b>B: Drop-in Information Sessions</b>	See workshop schedule
9:00 PM -	"Meet & Mingle" Reception	Room 1/2
	Film Screening	Room 21

## Thursday November 4

7:00 AM - 8:30 AM	Breakfast	Room 12/14
9:00 AM - 12:00 PM	<b>C: Workshops</b>	See workshop schedule
12:05 PM - 1:30 PM	Lunch	Room 12/14
2:00 PM - 5:00 PM	<b>D: Workshops</b>	See workshop schedule
5:15 PM - 6:15 PM	<b>OCASI Orientation Session for New Settlement Workers (English and French)</b>	Room 16
	Free time (Yoga/Swimming/Fitness etc.) (Participants are required to meet in Room 1 at 5:10 PM.)	Yoga in Room 40
6:15 PM - 7:30 PM	Dinner	Room 12/14
7:30 PM - 8:30 PM	Theatre Piece -- MT Space	Room 12/14
8:30 PM -	DJ / Dancing	Room 1/2/3
	Lounge	Room 11
	Film Screening	Room 21

## Friday November 5

7:30 AM - 9:00 AM	Check out	Main Lobby
	Breakfast	Room 12/14
9:15 AM - 12:15 PM	<b>E: Workshops</b>	See workshop schedule
12:30 PM - 1:00 PM	<b>Closing Plenary</b>	Room 16
1:00 PM - 2:00 PM	Lunch	Room 12/14
2:15 PM	Departure	

**Break, Social and Networking -- Room 1/2**  
**Note: Wednesday lunch is served at Leisure Dome.**  
**All other meals are served at Room 15.**

**OCASI Annual General Meeting and Opening Plenary  
(English and French)**

**November 3, 2010 1:00 PM -4:00 PM**

**Location: Leisure Dome**

**AGM Highlights -- For more information, see AGM folder.**

**Keynote Address**

- **Immigration, Integration and Economic Justice**
  - Olivia Nuamah – Executive Director, Atkinson Charitable Foundation

**Membership Structural Change -- Presentation and Discussion**

Over the past several years, there have been many discussions particularly since the beginning of COIA, about how OCASI can best reflect the changing environment of settlement service providers in Ontario while maximizing its capacity to conduct effective and clear public policy work within its current Mission and mandate. Therefore, OCASI has been undertaking a review of its current membership structure with a view to exploring options for potential change. This is an exciting development for OCASI, one we believe will make a stronger Council.

The Annual General Meeting will include a presentation and a discussion of the new Membership Structure. You are all invited to this presentation and discussion even if you are not the voting representative of your organization.

**A Decade of Settlement.Org**

- Ted Richmond, Team Lead, Ministry of Citizenship and Immigration  
Former Chair, Settlement.Org Steering Committee (SOSC)

**Biography of Keynote Speaker**

Olivia Nuamah was appointed as the new Executive Director of Atkinson Charitable Foundation on September 7, 2010. An accomplished executive leader, policy expert and social justice advocate, Ms. Nuamah will spearhead the Foundation's groundbreaking social and economic justice work and continue to forge bold new initiatives to realize its mission.

Born, raised and educated in Toronto, Ms. Nuamah has excelled in roles within government and the 3rd sector in the U.K. over the past 15 years. Her areas of focus have included learning disabilities, diversity and race quality, community development and engagement, mental health, and children and youth services. While holding senior policy positions in the U.K.'s health department, Ms. Nuamah implemented national poverty reduction and social inclusion strategies to achieve better delivery of services to diverse and socially disenfranchised communities.

## Workshop Schedule

<b>Wednesday November 3</b>		
<b>Information Sessions -- 5:00 PM - 6:00 PM (1 Hour)</b>		
A1	Rebuilding Professional Lives: Immigrant Professionals Working in the Ontario Settlement Sector (Offered again in the evening B1) (English and French)	Room 16
A2	Newcomers and Intellectual Disabilities: Resources and Challenges	Room 18
A3	Meeting the Legal Information Needs of Multilingual Clients: Current and Next Steps	Room 4
A4	"My Record" and ITI Advising: Streamlining Paths to Employment for Internationally Trained Immigrants (ITI) through Advising and Credential Recognition Services (Offered again in the evening B4)	Room 6
A5	Private Refugee Sponsorship - What Is It and How Can Your Agency Get Involved? (Offered again in the evening B5)	Room 19
A6	Strategies for Regional Co-operation and Collaboration in Settlement Services (Offered again in the evening B6)	Room 3
A7	Career Opportunities in the Water/Wastewater Industry	Room 7
A8	Raising our Voice: Newcomers Organize for Fair Employment and Equitable Civic Participation	Room 5
A9	Mental Health and the Racialized Youth	Room 10A
<b>Drop-in Information / Discussion Sessions --7:45 PM - 9:00 PM</b>		
B1	Rebuilding Professional Lives: Immigrant Professionals Working in the Ontario Settlement Sector (repeat of A1)	Room 18
B2	Working with Karen Refugees	Room 3
B3	Improv - The Art of Living in the Moment	Room 11
B4	"My Record" and ITI Advising: Streamlining Paths to Employment for Internationally Trained Immigrants (ITI) through Advising and Credential Recognition Services (Repeat of A4)	Room 6
B5	Private Refugee Sponsorship - What Is It and How Can Your Agency Get Involved? (Repeat of A5)	Room 4
B6	Strategies for Regional Co-operation and Collaboration in Settlement Services (Repeat of A6)	Room 5
B7	Bridging Employment and Settlement: Self-Marketing Tools for Professionals (offered again on as a workshop on Thursday morning C13)	Room 19

<b>Thursday November 4</b>		
<b>Workshops -- 9:00 AM - 12:00 PM (3 Hours)</b>		
C1	Understanding Employment Ontario Employment Services (English and French)	Room 16
C2	Serving Victims of War, Torture and Group Violence: Useful Mental Health Practices (French)	Room 7
C3	What is Your CQ?...Enhancing Cultural Intelligence in a Multicultural Setting	Room 6
C4	Art as a Tool to Integration	Room 3
C5	The impact of Torture, Violence, and War on the Mental Health of Refugee Women and Its Implications for Resettlement	Room 18
C6	Settlement and Employment Services for Newcomer Clients with Disabilities	Room 8
C7	Cross Cultural Counselling: Competencies and Practice (Offered again on Friday morning E7)	Room 4
C8	Creating Positive Space in Your Agency	Room 21
C9	Private Refugee Sponsorship Applications: Assisting Groups of Five	Room 9
C10	Transition to Welcoming Communities (Offered again in the afternoon D10)	Room 5
C11	A Practical Approach to Stress Management	Room 19
C12	History of Immigration to Canada	Room 10A
C13	Bridging Employment and Settlement: Self-Marketing Tools for Professionals (Offered on Wednesday evening B7)	Room 11
<b>Workshops -- 2:00 PM - 5:00 PM (3 Hours)</b>		
D1	Sponsorship Breakdown: What you Need to Know (English and French)	Room 16
D2	Preparation for Employment: Presenting Job Search Workshops Which Meet the Real Needs of Immigrants (French)	Room 7
D3	Serving and Supporting Newcomer Children and Youth with Trauma Issues	Room 21
D4	Resilience Through Art: Supporting Community Member Facing Forced (Non Consensual) Marriage.	Room 8
D5	Assertiveness and Self Confidence	Room 6
D6	Are you Competing or Just Complying? (Offered again in French on Friday morning E2)	Room 9
D7	Financial Literacy: A Challenge for Us All	Room 10A
D8	Managing Conflict with Angry Clients: Foundational Skills for Front-line Staff (Offered again on Friday morning E8)	Room 11
D9	Human Mobility: New Immigrant Settlement Paradigm	Room 19
D10	Transition to Welcoming Communities (Offered in the morning C10)	Room 3
D11	The Common Assessment Process (CAP): Connecting Immigrant Settlement and Employment Needs	Room 18
D12	SWAVE – Settlement Workers Against Violence Everywhere	Room 4
D13	A SHARP Idea: Strategies for Engaging Newcomer Youth in Healthy Relationship	Room 5
<b>5:15 PM - 6:15 PM</b>		
OCASI Orientation Session for New Settlement Workers (English and French)		Room 16

<b>Friday November 5</b>		
<b>Workshops -- 9:15 AM - 12:15 PM (3 Hours)</b>		
E1	Overview and Updates of Canada's Immigration Programs (English and French)	Room 16
E2	Are you Competing or Just Complying? (French) (Offered in Thursday afternoon in English D6)	Room 9
E3	Open Spaces: Understanding LGBTQ Issues within Settlement Services	Room 4
E4	Immigrant Health and Nutrition Counselling	Room 5
E5	Discovering & Harnessing Leadership Capabilities in Your Multi-cultural Clientele	Room 6
E6	Building Bridges Between Employment and Settlement: Short Term and Long Term Goals	Room 21
E7	Cross Cultural Counselling: Competencies and Practice (Offered on Thursday morning C7)	Room 10
E8	Managing Conflict with Angry Clients: Foundational Skills for Front-line Staff (Offered on Thursday afternoon D8)	Room 8
E9	Supporting Clients with Family Law Issues	Room 18
E10	Quality Assurance, Program Evaluation and Performance Coaching	Room 19
E11	Canada Border Services Agency (CBSA): Role at the Port of Entry	Room 10A



## Social and Recreational Activities

### Meet and Mingle

Wednesday

November 3 - 9:00 PM

Location: Room 1 / 2

This has been a long –and hopefully - productive day. Please join your colleagues for an informal gathering. Meet new colleagues from across the province and re-acquaint yourselves with old friends from the sector. Refreshments will be provided.



### Yoga

Sign up sheet is posted on site.

Thursday November 4

5:15 – 6:15 PM

(You are required to meet in Room 1 at 5:10 PM).

Location: Room 40

### Film Screening

Wednesday November 3 - 9:00 PM

Thursday November 4 - 9:00 PM

Location: Room 21

The titles of movies are announced during the conference.



The MT Space presents excerpts of

### *Seasons of Immigration*

Thursday November 4 -- 7:30 - 8:30 PM

**Laughter, tears and triumphs. All in one suitcase!**

The MT Space theatre company's name was inspired by the 'empty' space needed to be filled by culturally diverse artists. The MT Space has grown from a local grassroots organization to one that is gaining national attention.

*Seasons of Immigration* had enjoyed multiple runs since its creation in 2005. The play was performed to packed houses and garnered overwhelming critical acclaim. It was developed based on a collection of immigration stories gathered in the Waterloo Region from its diverse local community. The show was re-mounted at the Centre in the Square as part of the Great Canadian Play Series in March 2008. It also toured to St. John and Fredericton, New Brunswick in April 2010.

Set on a bare stage using simple props and costumes, the story is told through physical movement, light-hearted text with live painting and soundscape. The characters explore issues of adaptation, language barriers, racism, loss of parental control, and the need to maintain cultural integrity while struggling with a redefinition of self in a foreign land.



### DJ / Dancing

Thursday November 4 - 9:00 PM Location: Room 1 / 2 / 3

DJ Glen Cooper will provide universal musical vibes that will keep people dancing into the wee hours of the night.

### Lounge

Location: Room 11

A quiet space to catch up with old and new friends.



## Information Sessions A

<p><b>Wed. Nov. 3 5:00-6:00 PM</b></p> <p><b>Location: Room 16</b></p> <p><b>Level: Intermediate</b></p> <p><i>Your facilitator:</i></p>	<p><b>A1: Rebuilding Professional Lives: Immigrant Professionals Working in the Ontario Settlement Sector (Offered again in the evening B1) (English and French)</b></p> <p>This session will present and discuss the findings of a new research study on immigrant professionals working in the Ontario settlement sector. Led by the facilitator and conducted in collaboration with OCASI between 2009 and 2010, the study focused particularly on those professionals who are trained abroad in areas other than settlement or broader social service work and employed at OCASI member agencies.</p> <p>The session will have three learning outcomes as they relate to:</p> <ul style="list-style-type: none"> <li>• Factors, including lack of access to professions, which lead internationally trained (immigrant and refugee) professionals to seek employment in the settlement sector;</li> <li>• Reconstitution of individual professional lives, albeit in a new field; and</li> <li>• Professional development needs in the sector, particularly, conception of settlement work and sectoral capacity building.</li> </ul> <p>Questions and comments will be sought from participants both during and after the presentation.</p> <p><b>Adnan Türegün</b> is the Executive Director of the Centre for International Migration and Settlement Studies, and an Adjunct Research Professor in the Department of Sociology and Anthropology, at Carleton University. His research focuses on Canadian settlement service delivery models, settlement sector development, and immigrant economic integration with particular emphasis on access to regulated professions and trades.</p>
<p><b>Wed. Nov. 3 5:00-6:00 PM</b></p> <p><b>Location: Room 18</b></p> <p><b>Level: Introductory</b></p> <p><i>Your facilitators:</i></p>	<p><b>A2: Newcomers and Intellectual Disabilities: Resources and Challenges</b></p> <p>The purpose of the workshop is to provide frontline workers and program managers more knowledge of intellectual disabilities, what resources are available in Ontario, how to access these resources. Examples will be shared of how newcomer organizations have worked together effectively with Community Living Toronto in supporting families with a child who has an intellectual disability. The workshop will also discuss various cultural taboos associated with disabilities and how Community Living is educating the communities so families do not have to hide their child or live in shame. The session will include a presentation and opportunities for discussion. The participants will leave the session with knowledge of how they can support the families that they are working with in connecting them to the services and resources they need. They will also receive an orientation to ConnectABILITY and will have ongoing access to this resource.</p> <p><b>Bob Ferguson</b> is the Service Development Manager at Community Living Toronto. Bob has over 25 years experience in providing services and supports to people with intellectual disabilities and their families. His current work includes leading Community Living Toronto in expanding their work within all the newcomer and culturally specific communities so everyone in need has equal knowledge and access to services and supports and that their staff have the skills and knowledge to work effectively with all the communities in Toronto.</p> <p><b>Layla Ibrahim</b> is a Family Support Coordinator at Community Living Toronto. Her work includes supporting families that have a child with an intellectual disability in areas such as finding financial supports, respite services, supporting the family and individual with school issues, planning, recreation and other needs. She also has extensive experience working with the Somali community in Toronto.</p>

<p><b>Wed. Nov. 3 5:00-6:00 PM</b></p>	<p><b>A3: Meeting the Legal Information Needs of Multilingual Clients: Current and Next Steps</b></p> <p>CLEO's 'Your Rights. Your Language' (YRYL) Project is an innovative, multilingual public legal education project aimed at addressing the legal information needs of new Ontarians that may not have fluency in either English or French. CLEO produced text and audio materials on 8 priority legal issues facing newcomers in Arabic, Simplified Chinese, Somali, Spanish, Tamil, Urdu, English and French. Project dissemination included using public service announcements and newspapers ads in both mainstream and ethnic media. YRYL workshops which include an overview of the materials created and ideas about incorporating them in meeting clients' legal information and referral needs are currently in progress across Ontario. In this information session we will share resources created by the Your Rights. Your Language. Project as well as present outreach strategies and results, such as innovative approaches to making legal information available. The session will also include a focus group discussion where participant will provide information and input in areas such as:</p> <ul style="list-style-type: none"> <li>• How can settlement workers and their agencies use the YRYL materials in their work?</li> <li>• Where do you refer clients for information about their legal rights?</li> <li>• Where do you refer clients for legal assistance?</li> <li>• What other legal issues do your clients have questions about?</li> <li>• What are some of the other languages that materials should be available in?</li> </ul> <p>Participants will learn about multilingual legal information and engage in a discussion to inform CLEO's next steps.</p> <p><i>Your facilitator:</i> <b>Ritu Chokshi</b> is the Community Engagement &amp; Your Rights Your Language Project Coordinator at Community Legal Education Ontario (CLEO). With a Masters in Immigration and Settlement Studies, and over 7 years of working in the research and settlement sector, her work focuses on creating equitable access for immigrant communities in Toronto. Her current project with CLEO involves creating innovative approaches that make multilingual legal information accessible and available.</p>
<p><b>Wed. Nov. 3 5:00-6:00 PM</b></p>	<p><b>A4: "My Record" and ITI Advising: Streamlining Paths to Employment for Internationally Trained Immigrants (ITI) through Advising and Credential Recognition Services (Offered again in the evening B4)</b></p> <p>In this session, Colleges Integrating Immigrants to Employment (CIITE) will provide an update and share lessons learned from their projects on ITI advising and the "My Record"/Record of Education and Experience (REE). The focus of the "My Record"/REE project is to improve the recognition of prior international education and work experience resulting in more streamlined college admissions, advanced placement and transfer credit processes at Ontario colleges. The ITI Advising project addresses the issue that too many ITIs waste time, money and motivation in order to obtain information, advice and support to reach their employment goals. ITI advising services are critical to raising awareness of, and access to, the information that will enable ITIs to gain meaningful employment. The presenters will answer questions about the two projects, explain how this service will assist newcomers, and provide contact information for services in Ontario communities.</p> <p><i>Your facilitators:</i> <b>Sally Burgess</b> has been an Advisor for 14 years in the Alberta and Ontario college systems. After completing a BEd and teaching for a few years, she worked with Advising, Recruitment, Admissions, Assessment and Upgrading, before moving to work specifically as an Advisor with internationally trained immigrants. She is now the Project Manager, Advising with the CIITE Project where she supports the work of 46 advisors at 18 colleges in Ontario who advise internationally trained immigrants. Sally has an ardent desire to help newcomers find the most reasonable and productive paths to a successful life in Canada.</p> <p><b>Jane Brown</b> has worked in the area of Student Services in higher education for the last 21 years. During the completion of her M.Ed. in Higher Education and Student Affairs Administration from the University of Vermont, her thesis focused on how white student affairs professionals can be effective participants in the struggle toward anti-racism. Previously she was employed by 5 universities in Alberta, Ontario and Vermont. She now works in the role of Project Manager, Credential Recognition with the CIITE Project of CONNECT Strategic Alliances.</p>

**A5: Private Refugee Sponsorship - What Is It and How Can Your Agency Get Involved? (Offered again in the evening B5)**

**Wed. Nov. 3  
5:00-6:00 PM**

**Location:  
Room 19**

**Level:  
Introductory**

**Your facilitators:**

Every year roughly between 3,300 and 6,000 refugees are resettled to Canada through the Private Sponsorship of Refugees Program. In Canada, groups are provided with the opportunity to sponsor refugees either as a Sponsorship Agreement Holder, a Community Sponsor or a Group of Five. This session will provide information regarding the Private Sponsorship of Refugees program, including who can be sponsored, and information about which groups can participate in a sponsorship. The purpose of this workshop is to provide attendants with a general overview of the program and where it fits in the bigger picture of Canada's Immigration and Refugee Program.

This workshop will be facilitated by **Yosief Araya** and **Nicole Desmarais** of the **Refugee Sponsorship Training Program (RSTP)**. The RSTP is a program designed to support the Sponsorship Agreement Holders (SAHs) of Canada, their Constituent Groups, Groups of Five and Community Sponsors interested in sponsoring refugees. The objective of RSTP is to address, on a national level, the information and ongoing training needs of the sponsorship community and the initial information needs of refugees. RSTP is administered by Catholic Cross-Cultural Services and is funded by Citizenship and Immigration Canada.

**A6: Strategies for Regional Co-operation and Collaboration in Settlement Services (Offered again in the evening B6)**

**Wed. Nov. 3  
5:00-6:00 PM**

**Location:  
Room 3**

**Level:  
Intermediate**

**Your facilitators:**

CIC-funded settlement agencies in Peel Region (Brampton/Mississauga) have, since 2005, developed, nurtured and benefitted from a unique and extremely beneficial model of collaboration and co-operation in delivering settlement services. Managers from settlement agencies work together to identify common issues affecting newcomer's communities and find appropriate solutions for the successful integration of newcomers to Canada. This is achieved by sharing information, resources and providing training to settlement workers, as well as enhancing awareness about the settlement services to immigrants and mainstream service agencies. This workshop will provide strategies and tools to develop similar networking and collaborative approaches in areas of their work. Participants will gain insights into the opportunities that such initiatives bring in strengthening CIC's efforts to maximize benefits from government investments in the settlement sector. This workshop will be of equal value for the frontline workers, supervisors and managers from settlement agencies. Major learning outcomes will be:

- Developing strategies in a 'sector wide' collaborative approach to settlement services
- Training opportunities to front line workers
- Share resources & best practices, and
- Gaining synergistic advantages by utilizing existing resources.

**Ania Dymek**, a Settlement Manager with Catholic Cross Cultural Services, is the past chair and current member of the Peel ISAP Committee (PIC). She has played an active role in the formation and development phase of the PIC. She has actively contributed in creating useful resources for the settlement sector including the Peel Settlement Workers data base and Translation Documents projects. Ania has been in the settlement sector for more than 20 years in various roles ranging from front line worker to manager. Her experience consists of working with the non profit as well as for government organizations. Ania, a Master's degree holder in education, has also worked as a teacher in Poland and Canada. Her dedication to help newcomers and share the best practices in delivery of settlement services to clients is well appreciated among Peel Region agencies.

**Jagdeep Kailey**, current chair of the Peel ISAP Committee, is employed as a Settlement Manager with the Peel Multicultural Council. A post graduate in Public and Business Administration, he has more than 13 years' experience working with Canadian and international non profit organizations. A past Director of the Board of Punjabi Community Health Services, Brampton, he is an enthusiastic volunteer with a firm commitment to the social development of Canadian communities. Besides being a volunteer Director of the Social Planning Council of Peel (SPC), Jagdeep is also a steering committee member of the Peel Newcomers Strategy Group (PNSG). He has been involved for many years, as a consulting editor with the Canadian Punjabi Post, the first daily newspaper in Punjabi language in Canada.

<p><b>Wed. Nov. 3 5:00-6:00 PM</b></p> <p><b>Location: Room 7</b></p> <p><b>Level: Introductory</b></p> <p><b>Your facilitators:</b></p>	<p><b>A7: Career Opportunities in the Water/Wastewater Industry</b></p> <p>This session will offer information that will be helpful to immigrants who have worked or wish to work in the water industry and will support the development of a diverse, competent water industry labour force in Ontario. Participants will learn about Ontario's drinking water and the Ministry of the Environment's Drinking Water and Wastewater Certification Program. The session will cover exciting career development opportunities for both internationally trained professionals and those who are interested in pursuing a career in the water industry. It will also explain how individuals from other countries with previous experience, skills and training can be assessed to become a water/wastewater operator in Ontario. The session will include presentations from one or two individuals speaking from personal experience as newcomers to Ontario and who are now using their skills from their originating country to advance their career in drinking water, or who are looking for a new career opportunity. Those who are front line workers offering employment counselling to newcomer professionals and others working with immigrants will benefit from this session.</p> <p><b>Brian Gildner</b> is the manager of Certification, Training and Client Services within the Ministry of the Environment's Drinking Water Programs Branch. He has been working within the drinking water and wastewater operator certification program since its inception in 1993, and managed the transition of the program when new regulations were introduced based on the recommendations from the Walkerton Inquiry in 2004.</p> <p><b>Kewal Kharbada</b> immigrated to Canada in 2001 with his family. Previously an engineer in India, he brought his skills and knowledge to Ontario, and has applied them by first working with OETC (Ontario Environmental Training Consortium) as an application reviewer for water and wastewater operators and currently manages the certification office at Ontario Water Waste Water Certification Office.</p> <p><b>Ranee Mahalingam</b>, M.Eng., P.Eng., O.M.C. brings over 40 years of engineering experience to the Ontario Ministry of the Environment. She joined the ministry some 22 years ago, held several progressive positions and currently working as an Engineering Specialist for the Drinking Water Management Division. Prior to joining the ministry she worked in consulting industry and before, for the government of Sri Lanka.</p> <p>Ranee volunteers her time in many committees and engaged in several community activities including helping internationally trained engineers in getting licence. In recognition she received an award from Professional Engineers Ontario and a Good Citizen Medal from David Onley, Lieutenant Governor of Ontario last year.</p>
<p><b>Wed. Nov. 3 5:00-6:00 PM</b></p> <p><b>Location: Room 5</b></p> <p><b>Level: Intermediate</b></p> <p><b>Your facilitator:</b></p>	<p><b>A8: Raising our Voice: Newcomers Organize for Fair Employment and Equitable Civic Participation</b></p> <p>This session offers the opportunity to view and discuss Raising our Voice, a half hour documentary about immigrants and refugees organizing to overcome barriers to fair and meaningful employment. A production of the Mennonite New Life Centre, this documentary tells the story of our Newcomer Advocacy Committee. Although most workers at settlement agencies will be familiar with the challenges that newcomers must overcome in their quest to find a stable and well paying job, this video offers the opportunity to learn and reflect on strategies for engaging newcomers in collective reflection and action around issues such as employment and civic participation. More specifically, the video will demonstrate how settlement agencies can support immigrants and refugees to analyze systemic barriers and formulate policy recommendations. The video addresses timely policy concerns such as employment equity and municipal voting rights for newcomers.</p> <p>The information session will be organized in two parts: first, the video showing; second, a group discussion during which attendees can share best practices for community engagement and explore opportunities for partnership in advocacy work related to shared concerns. Together, we will learn to support newcomers in developing the tools they need to advocate on their own behalf and effect the changes that will benefit them the most.</p> <p><b>Adriana Salazar</b> is the Community Engagement Director at the Mennonite New Life Centre. As part of her duties, she is the coordinator for the project Newcomers Skills at Work: Refusing to Settle for Less. She graduated with a degree in International Project Management from Humber College and Community Economic Development from Concordia University. Adriana Salazar's experience in community organizing comes from 20 years of working in Colombia and since 2004 in Canada.</p>

<p><b>Wed. Nov. 3 5:00-6:00 PM</b></p> <p><b>Location: Room 10A</b></p> <p><b>Level: Introductory</b></p> <p><i>Your facilitators:</i></p>	<p><b>A9: Mental Health and the Racialized Youth</b></p> <p>This is a presentation using a video “Behind the Mask” produced and acted by youth from racialized communities about the impact of racism and other forms of oppression on their mental health. Youth from “high risk” communities were invited to share their stories of being young and of colour. They reminded us of the masks we all wear in the midst of our own lives. A youth worker from Y-Connect, a mental health program located in the Jane-Finch neighborhood in Toronto will talk about the services and support they provide for racialized youth. Partnership with settlement workers situated in the schools are one of the successful collaborative initiatives that work well in addressing the mental health needs of newcomer youth.</p> <p><b>Alison Pais</b> completed her Masters in Social Work from The Tata Institute of Social Sciences, Mumbai, India. She is registered as a Social Worker with the Ontario College of Social Workers and Social Service Workers. She has worked for 5 years in India in various urban and rural community development projects, and has spent a year working in London, U.K. in Family and Children Services. For the past 7 years, she has been working in the mental health field in Toronto. Since 2003 she has been employed by the Gerstein Crisis Centre as a Community Crisis Worker. She is currently employed by Across Boundaries as a youth case manager.</p> <p><b>Martha Ocampo</b> is the former Co-director of Programs and Services at Across Boundaries, now the Education and Resource Manager. She played a key role in developing the Centre’s Holistic Model of Care within an Anti-Racism/Anti-Oppression Framework. She integrates indigenous practices, art, politics, spirituality and community involvement in developing services and programs that enhance healing and recovery. She has a long history of providing educational and training workshops at mental health agencies, colleges, universities and the general public. She developed a Leadership and Advocacy Training for marginalized groups and co-authored “Let’s Talk” a guidebook on education about Violence Against Women in the Filipino community.</p>
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### Drop-in Information / Discussion Sessions B (No registration required)

<p><b>Wed. Nov. 3 7:45-9:00 PM</b></p> <p><b>Location: Room 18</b></p>	<p><b>B1: Rebuilding Professional Lives: Immigrant Professionals Working in the Ontario Settlement Sector (Repeat of A1)</b></p> <p>For descriptions of workshop and facilitators, please read A1.</p>
<p><b>Wed. Nov. 3 7:45-9:00 PM</b></p> <p><b>Location: Room 3</b></p> <p><b>Level: All Levels</b></p>	<p><b>B2: Working with Karen Refugees</b></p> <p>As a high-needs group, coming from a long stay in refugee camps, Karen refugees require extensive support to ensure their adjustment and integration into Canadian life. Do you or your agency provide services to Karen refugees? Have you developed resources or practices that are helpful in assisting this group of refugees? This informal session aims to share information, expertise and resources among settlement workers working with Karen refugees. The group may also look at organizing a community of practice to continue building on existing resources, supporting workers to deal with the challenges as well as celebrating the successes.</p>

<p><b>Wed. Nov. 3</b>  <b>7:45-9:00 PM</b>  <b>Location:</b>  <b>Room 11</b>  <b>Level:</b>  <i>Introductory / Intermediate</i>  <b>Your facilitators:</b></p>	<p><b>B3: Improv - The Art of Living in the Moment</b></p> <p>Do you find yourself admiring people who can think on their feet? Are you seeking a new way to crackle the synapses of your workshop participants? Then join us for a fun and lively interactive session built on the power of Improvisation. Filled with quick and snappy exercises you can easily apply to enliven your job search workshops. A great communication tool, Improv supports the concepts of give and take, openness, and being present in the moment.</p> <p><b>Joanne Stuart</b> has studied Improv and loves to bring movement, voice and fun as vital forces into her workshops. As a corporate trainer with Northern Lights Canada, she believes quick thinking and the ability to dance in the moment make for meaningful and memorable experiences. With over 13 years of experience in career development, Joanne knows how much practitioners look to conferences for new tools and methods that support informal learning and she delivers.</p> <p><b>Crystal Dolliver</b> has a background in journalism and media where she honed her ability to think and respond quickly. She leads the Corporate Training Division of Northern Lights Canada and has earned a reputation as a skilled and engaging presenter. New and creative ways to transfer knowledge are a specialty of hers.</p>
<p><b>Wed. Nov. 3</b>  <b>7:45-9:00 PM</b>  <b>Location:</b>  <b>Room 6</b></p>	<p><b>B4: "My Record" and ITI Advising: Streamlining Paths to Employment for Internationally Trained Immigrants (ITI) through Advising and Credential Recognition Services (Repeat of A4)</b></p> <p>For description of workshop and facilitators, please read A4.</p>
<p><b>Wed. Nov. 3</b>  <b>7:45-9:00 PM</b>  <b>Room 4</b></p>	<p><b>B5: Private Refugee Sponsorship - What Is It and How Can Your Agency Get Involved? (Repeat of A5)</b></p> <p>For description of workshop and facilitators, please read A5.</p>
<p><b>Wed. Nov. 3</b>  <b>7:45-9:00 PM</b>  <b>Room 5</b></p>	<p><b>B6: Strategies for Regional Co-operation and Collaboration in Settlement Services (Repeat of A6)</b></p> <p>For description of workshop and facilitators, please read A6.</p>
<p><b>Wed. Nov. 3</b>  <b>7:45-9:00 PM</b>    <b>Location:</b>  <b>Room 19</b>    <b>Level:</b>  <i>Intermediate / Advanced</i>  <b>Your facilitator:</b></p>	<p><b>B7: Bridging Employment and Settlement: Self-Marketing Tools for Professionals (offered again as a workshop on Thursday morning C13)</b></p> <p>Whether we are negotiating a promotion or seeking employment it is the ability to showcase our strengths, skills, accomplishments or attributes that can make a convincing argument or place us ahead of the competition. Self-marketing is a skill that can be learned and when supported by appropriate self-marketing tools can make a difference in newcomers efforts to find jobs, advance in their careers or simply make connections to the labour market. This workshop will examine some of the traditional tools (calling cards, DATA sheets, resumes) and new options (e-portfolios, web-pages); will review appropriate ways of using them and provide opportunities for practicing self-marketing skills. In this workshop participants will:</p> <ul style="list-style-type: none"> <li>• Review samples of traditional and new professional self-marketing tools</li> <li>• Review steps to completing new self-marketing tools</li> <li>• Complete self-assessment inventories / surveys</li> <li>• Practice self-marketing scenarios</li> </ul> <p><b>Dolores Montavez Ruz</b> manages the Life Skills Training, Coaching, Publications and the Career Assessment and Planning program for YWCA Toronto. She has been involved in human development and career advancement programs for over 10 years and has authored a number of original Life Skills and career development training programs. She draws from her background in ESL teaching, career counselling and life coaching to design creative and highly interactive learning experiences.</p>

## Workshops C

<p><b>Thu. Nov. 4</b>  <b>9:00 AM -</b>  <b>12:00 PM</b></p> <p><b>Location:</b>  <b>Room 16</b></p> <p><b>Level:</b>  <b>All Levels</b></p> <p><b>Your facilitator:</b></p>	<p><b>C1: Understanding Employment Ontario Employment Services (English and French)</b></p> <p>Employment Ontario (EO) marks a dramatic change to how employment services are delivered in Ontario, bringing together past HRSDC and MTCU employment programs into one integrated Employment Service (ES). Whether you are a new EOES deliverer or a Settlement Service looking to better understand EOES , this workshop will:</p> <ul style="list-style-type: none"> <li>• Explore the philosophy and principles of EO</li> <li>• Explain how EOES measures success, and</li> <li>• Outline the internal service and management adjustments that EOES typically represents for agencies.</li> </ul> <p>This will be a combination of lecture, case study, and group discussion.</p> <p><b>Sarah Delicate</b> knows intimately the challenges facing today's not for profits, having worked directly with 100's of service delivery agencies and government bodies towards understanding, developing and successfully implementing outcomes-based management. Sarah's high-energy, dynamic facilitation style and her results-orientation guarantees that all participants leave feeling invigorated, well-challenged, and ready to hit the ground running.</p>
<p><b>Thu. Nov. 4</b>  <b>9:00 AM -</b>  <b>12:00 PM</b></p> <p><b>Location:</b>  <b>Room 7</b></p> <p><b>Level:</b>  <b>All Levels</b></p> <p><b>Your facilitators:</b></p>	<p><b>C2: Serving Victims of War, Torture and Group Violence: Useful Mental Health Practices (French)</b></p> <p>The key objective of the workshop is to enhance the capacity of workers and volunteers in the settlement service sector to address and deal with mental health issues presented by the individuals and communities they serve who come from countries facing war and/or have been victims of torture or any kind of violence to better serve them and help them making timely referrals to appropriate services. After attending the workshop, participants are expected to have:</p> <ul style="list-style-type: none"> <li>• Increased understanding of the needs of clients coming from countries facing war/or having been victims of torture and organized violence;</li> <li>• Increased knowledge and skills to deal with these clients and give them the appropriate services;</li> <li>• Increased awareness and knowledge of the early prevention measures to address mental health issues;</li> <li>• A clearer understanding of the role that spirituality plays in the mental health and well-being of immigrants and refugees in their adptation process;</li> <li>• An overview of community resources dealing with the issue of torture and war victims;</li> <li>• Increased understanding of the concept of 'community of practices' and "best practices"</li> </ul> <p><b>Alain Dobi</b> is currently Coordinator of the Francophone immigration Network system of the Centre-South-West region of Ontario. The main goal of the Network is to provide support to the Steering and Sub-steering Committees of CIC for Francophone Minority Communities concerning the implementation of CIC's five objectives as defined in the Strategic Plan. This Strategic plan aims at fostering immigration within the Francophone minority communities. Mr Dobi holds a Bachelor and Master's degrees in Social Work from Université Laval in Quebec. He has also completed coursework at ENAP (National Institute of Public Administration) in Quebec. In terms of work experience, he was the Coordinator of the social integration organization "Communauté Agapè" in Québec from 2003 to 2004. Before his current position, he has been a Mental Health Counsellor for the Francophone health center "Centre de santé Communautaire Hamilton/Niagara". There he was involved in the project "Accès", a research project conducted jointly with Wilfrid Laurier University. This project aimed at identifying the best mental health practices to service war, torture and group violence victims.</p> <p><b>Bonaventure Otshudi</b> is the coordinator of the settlement and integration services for Francophone immigrants at the centre de santé communautaire Hamilton Niagara. He has been working in the immigration and refugees field for more than 10 years. He studied social sciences at the Université Laurentienne of Sudbury, from which he received a bachelor's degree in economics. Bonaventure was the research agent for the project Accès, an intervention project for survivors of war, torture and organized violence.</p>

<p><b>Thu. Nov. 4</b> <b>9:00 AM - 12:00 PM</b></p> <p><b>Location:</b> <b>Room 6</b></p> <p><b>Level:</b> <i>Intermediate</i></p> <p><i>Your facilitators:</i></p>	<p><b>C3: What is Your CQ?...Enhancing Cultural Intelligence in a Multicultural Setting</b></p> <p>As Canada, and particularly Ontario, becomes increasingly multicultural, we often do not know what we don't know about other cultures. Although we are aware of other cultures we often see them through our own "cultural eyes." This interactive workshop will look at the concept of "Cultural Intelligence" and provide participants with tools for improving group dynamics in a multicultural setting. It will cover the settlement process, including an understanding of the dynamics of recognizing and managing culture shock. This workshop would be helpful for front line workers doing needs assessments and settlement action plans, as well as supervisors, coordinators and managers working in a settlement environment.</p> <p><b>Maria Brzeska</b> is currently a Settlement Information Specialist at The Centre for Skills Development &amp; Training. She has more than thirteen years experience working in various aspects of settlement work. She was one of the founders of the Fresh Food Boxes Program in Halton, and was the Community Coordinator of Transitional Housing for Newcomers in the Region. Maria has co-presented workshops with Melissa at both TESL and ISAP Conferences.</p> <p><b>Melissa Pedersen</b> is currently the ISAP Coordinator at The Centre for Skills Development &amp; Training. She has had over twenty five years experience working with newcomers and English language skills development. She has been a LINC/ESL Instructor, a corporate and workplace facilitator, has coordinated The Centre's ELT program since 2004, and The Centre's settlement programs for almost three years. Over the past several years, Melissa has presented various workshops at the TESL Ontario and affiliates Conferences, the ELT and Higher Level Learning Conferences and the ISAP Conferences.</p>
<p><b>Thu. Nov. 4</b> <b>9:00 AM - 12:00 PM</b></p> <p><b>Location:</b> <b>Room 3</b></p> <p><b>Level:</b> <i>Intermediate</i></p> <p><i>Your facilitators:</i></p>	<p><b>C4: Art as a Tool to Integration</b></p> <p>Newcomers suffer transition not only in space but also at the level of metaphor. Language represents the culture of the host country but the newcomer, already overwhelmed by the change in environment, recognizes a schism between his/her understanding of language at a literal level and an inability to experience it at the level of the metaphor. This inability is a great impediment in their cultural integration.</p> <p>The workshop will focus on how art or any mimetic representation can be employed successfully to navigate the unconscious resistance to productive experience of their adopted country. Art and more specifically abstract art is a creative way to delve into the deep structures of our mind and release an awareness of the causes of the disconnect and then seek productive ways of overcoming that disconnect. To comprehend and coherently classify the physical world surrounding us we seek analogies that have resonances of shared cultural experience. Art and sometimes random symbols of what represents Canada can be creatively used to bring out the recognition of differences between what the newcomer has been previously accustomed to and, had consequently accepted as part of their identity, and what they experience as "aliens" in a new culture. This realization leads to appreciation of the difference which is subsequently a first step towards productive self awareness. Facilitators will share their knowledge and experiences in using art as a tool to integration and will provide participants with practical tools to use with newcomers.</p> <p><b>Sudip Minhas</b> has a PhD in English from India. She is currently working as Coordinator of the ELT program with Windsor Women Working With Immigrant Women as well as a part time teacher at the University of Windsor's Academic Writing Centre. She has published extensively on literary theory and feminism. Her current research is focused on understanding linguistic and cultural impediments to integration of newcomers in Canada, and how innovative tools can be employed to navigate the roadblocks. She is keenly associated with the marginalised sections of the society and their representations. She seeks to use art to explore the multiplicity of identities that the Diaspora experience brings and share the knowledge with newcomers to better assist them.</p> <p><b>Sophia Bittar</b> is a Youth girls programme manager at Windsor Women Working With Immigrant Women.</p>

**C5: The impact of Torture, Violence, and War on the Mental Health of Refugee Women and Its Implications for Resettlement**

**Thu. Nov. 4  
9:00 AM -  
12:00 PM**

**Location:  
Room 18**

**Level:  
Intermediate /  
Advanced**

**Your facilitators:**

Pre-migration experience of violence and war and the considerable challenges of settling into a new country have a significant impact on the mental and physical health of refugee women. The purpose of this workshop is to give participants a deeper understanding of the mental health issues affecting immigrants and refugees, particularly women who are fleeing war, torture and violence, and its impact on the resettlement process. The workshop will identify the issues, discuss the challenges of working with torture victims, and provide an overview of Canadian Centre for Victims and Torture (CCVT)'s community approach to rehabilitation and integration. Through a combination of lecture, guided discussion, and analysis of case scenarios, participants will understand the multidimensional effect that torture and organized violence has on women, their families and their communities; recognize the challenges that women who have experienced torture and war face in the resettlement process; understand the challenges for settlement workers of working with refugees and the positive contributions that they can make to their resettlement; and develop a better understanding of the role that the community plays in the rehabilitation and healing process.

**Teresa Dremetsikas** is a Medical Doctor graduated from the University of Nuevo Leon in Mexico. She has been working for CCVT for the past twenty years in the areas of: assessment, counseling, crisis intervention, organization and facilitation of support groups as well as coordination of the settlement and volunteer program. She is presently the program manager at CCVT. She has been involved in research, planning, designing and evaluation of programs. She has delivered training sessions on the issue of torture for many organizations including settlement workers, medical personnel at hospitals, students of medicine, social workers, educators, CIC officers, IRB members as well as Pre-removal Risk Assessment Officers and Canadian Consular officers. She has made numerous presentations on the issue of torture locally, nationally, and internationally.

**Gabriela Agatiello** holds a masters degree in social work from the University of Toronto and a masters in political science from York University. She has been working as a trauma and settlement worker at CCVT for the past two years where she is also involved in outreach and organizing and facilitating support groups for women who have survived trauma. She has delivered a number of presentations on the issue of mental health, refugees, and resettlement and has previous experience working as an interpreter, researcher, and community organizer.

**C6: Settlement and Employment Services for Newcomer Clients with Disabilities**

**Thu. Nov. 4  
9:00 AM -  
12:00 PM**

**Location:  
Room 8**

**Level:  
Introductory /  
Intermediate**

**Your facilitators:**

This workshop will enhance frontline settlement workers and program managers' skills and capacity to provide settlement services to newcomers with disabilities as well as increase their knowledge on issues and factors impacting the employment of newcomers with disabilities. The session will address issues such as how to openly discuss disability with clients, receive and serve clients who have various disabilities and adapt processes that may pose barriers to serving clients with certain disabilities. Other topics to be presented include: Overview of Disabilities and their impact on settlement and employment; Needs of Newcomers with Disabilities; Accessibility of Service Provision; Case Management and Referral; Tools and Technologies Available to create success; Accommodations - Rights and Obligations of Employers and Employees; Differences between Equity and Equal Opportunity Employers; How Diversity Hiring can positively impact an employer's bottom line. The session will include the personal case study of one of the facilitators as a newcomer with a disability.

**Tara Geraghty-Ellis** is the Disability Settlement Worker at Dixie Bloor Neighbourhood Centre in Mississauga. Tara holds a Masters degree in Social Work. As a person with a disability herself, she has over twenty years of professional experience helping people with disabilities to integrate into the community, access the programs, services and support their need, and make their contribution to society. She also works as a job coach and social worker for people with various disabilities.

**Judith Thomas**, Canada Career Coach, has been in the employment sector for several years and has worked with many different groups including persons with disabilities and newcomers. She has presented previously at the OCASI, CANNEXUS and Opportunities conferences. Judith has articles published in the past three Contactpoint bulletins.

**Raj Tribhuwan** is an assistive technology specialist who is currently working with deaf/blind individuals at the Helen Keller Centre in Toronto. He has also worked at Balance for Blind Adults as a computer trainer and for several assistive devices vendors. On a volunteer basis, Raj was co-chairman of E R D C O (Ethno-Racial People with Disabilities Coalition of Ontario) for two years and now has his own foundation. The Raj Tribhuwan foundation collects tools and tech devices for shipment to third world countries.

<p><b>Thu. Nov. 4</b> <b>9:00 AM -</b> <b>12:00 PM</b></p> <p><b>Location:</b> <b>Room 4</b></p> <p><b>Level:</b> <i>All Levels</i></p>	<p><b>C7: Cross Cultural Counselling: Competencies and Practice (Offered again on Friday morning E7)</b></p> <p>The purpose of this workshop is to introduce participant to the core competencies that are necessary to becoming an effective cross cultural counsellor. Using an experimental approach, participants will review the definitions, concepts and frameworks that shape the attitudes, knowledge, and skills of cross cultural counselling practice. They will explore how their social identities and preconceptions of clients' worldview contribute to the dynamics that arise in counselling relationships, as well as have an impact on service delivery. Attendees will learn about methods of interventions that address the intersectionality of cross cultural issues at the individual, institutional and community levels.</p> <p><b>Your facilitator:</b> <b>Deborah G. Headley</b> is the Principle Associate of Network for Therapeutic Alliance. Deborah is an individual and family therapist, trainer and educator who has twenty years of experience working in community and social services, mental health and educational settings. She has taught and developed a curriculum at the college level in the faculty of Community and Social Services and Health Sciences using approaches which enhances students learning and employability. Deborah specializes in working with and teaching about intersectionality of client issues including sexual/gender and ethno-racial identity issues, sexualized trauma, abuse, partner violence, newcomer family re-unification and trauma resulting from individual/systemic discrimination.</p>
<p><b>Thu. Nov. 4</b> <b>9:00 AM -</b> <b>12:00 PM</b></p> <p><b>Location:</b> <b>Room 21</b></p> <p><b>Level:</b> <i>Introductory / Intermediate</i></p>	<p><b>C8: Creating Positive Space in Your Agency</b></p> <p>This workshop is a component of the Positive Spaces Initiative at OCASI and is meant to enhance organizational capacity-building. Positive Spaces are welcoming environments where lesbian, gay, bisexual, trans, queer and/or questioning (LGBTQ) newcomers are able to access culturally inclusive services with dignity and respect and where service providers can work free from discrimination based on sexual orientation, gender identity and gender expression. LGBTQ newcomers are an integral, though often invisible, part of immigrant and refugee communities as well as LGBTQ communities. Everyone can work to create Positive Spaces by challenging homophobia, biphobia, transphobia and heterosexism and by becoming an ally. Participants will be introduced to:</p> <ul style="list-style-type: none"> <li>• Terminology and language (defining LGBTQ Communities)</li> <li>• Issues faced by LGBTQ individuals. The lack of support that LGBTQ people often face</li> <li>• Positive and negative spaces. What LGBTQ-positive space is, looks like, and why it is important</li> <li>• Identities and multiple oppressions</li> <li>• What becoming an ally to LGBTQ individuals means</li> <li>• Next steps for your agency</li> <li>• Self-care</li> </ul> <p>This workshop will of interest to service providers who serve or who have the potential to serve LGBTQ newcomers. Participants of the workshop will leave with a raised awareness about the particular needs and realities of LGBTQ newcomers. Agency capacity will be enhanced by providing concrete examples for support and integration of this knowledge into policy and practice on an organizational and individual level.</p> <p><b>Your facilitator:</b> <b>Leslie Ramsay-Taylor</b> is the current Coordinator for the Positive Spaces Initiative at OCASI, and is an experienced facilitator of anti-homophobia and anti-hate workshops. Since the late 1990s, she has held a wide variety of positions in social services, while volunteering on a variety of Boards of Governance in the non-profit sector. Leslie holds graduate and undergraduate degrees in Social Work from the University of Toronto and Ryerson University respectively.</p>

<p><b>Thu. Nov. 4</b> <b>9:00 AM -</b> <b>12:00 PM</b></p> <p><b>Location:</b> <b>Room 9</b></p> <p><b>Level:</b> <i>All Levels</i></p> <p><i>Your facilitators:</i></p>	<p><b>C9: Private Refugee Sponsorship Applications: Assisting Groups of Five</b></p> <p>Every year roughly between 3,300 and 6,000 refugees are resettled to Canada through the Private Sponsorship of Refugees Program. In Canada, groups are provided the opportunity to sponsor refugees either as a Sponsorship Agreement Holder, Community Sponsor or Group of Five. Groups of five are often formed on an ad-hoc basis for a one-time sponsorship and often are not trained on settlement issues or in filling out government forms. Therefore, they often seek assistance from settlement counsellors. This workshop will provide an overview of the requirements regarding who can be a member of a group of five, the eligibility requirements of the refugees to be sponsored, the sponsorship process, and the responsibilities and financial commitments of the sponsoring group members. A complete overview of the sponsorship forms will also be provided in order to provide you with tips on how to assist your clients in filling out the applications in order to avoid the common mistakes. Additionally, given the recent implementation of new sponsorship forms, this training is quite timely for settlement counsellors. The purpose of this workshop will be to help settlement counsellors acquire the necessary knowledge regarding the application process and orient them how to fill the new forms and provide them with a list of resources that may be of assistance to their clients. Case studies and group work will be used in order to achieve this goal.</p> <p><b>Yosief Araya</b> and <b>Nicole Desmarais:</b> For descriptions of facilitators, please read A5.</p>
<p><b>Thu. Nov. 4</b> <b>9:00 AM -</b> <b>12:00 PM</b></p> <p><b>Location:</b> <b>Room 5</b></p> <p><b>Level:</b> <i>Intermediate /</i> <i>Advanced</i></p> <p><i>Your facilitators:</i></p>	<p><b>C10: Transition to Welcoming Communities (Offered again in the afternoon D10)</b></p> <p>The purpose of this workshop is to reflect together upon the already functional and outcome measurement based initiatives that, through effective collaborations and partnerships, engage immigrants and empower our clients towards effective economical and social inclusion. Emphasis will be placed upon the crucial importance of Volunteer Management skills of Host Program workers and the impact it will have on the implementation of the Modernized Approach model.</p> <p>The workshop is designed for all categories of audiences, from front-line workers to program coordinators and managers. The participants will be provided with real models of activities and initiatives that have been implemented at different organizational levels. The models will include hands-on tools easy to be tailored to participants' specific needs. The importance of creating constructive partnerships with other Service Providers and Employment Centers, Community Centres, Schools, Public Health sector, Retirement Homes, Youth and Seniors oriented facilities and providers, Art and Entertainment Organizations, Environmental Groups, and Municipalities will be highlighted and reviewed.</p> <p>Facilitators will be using case studies, focus group discussions, and analysis methods. The outcomes of the exercises, based on the audience's professional experiences, practices, and personal occurrences will be used to enrich the spectrum of methods for engaging new partners and implementing new and enhanced activities to come forward to the goal of creating effective and dynamic welcoming communities.</p> <p><b>Marilena Benak</b> has a postsecondary education in Economics and a Masters Degree in International Business Administration. She immigrated to Canada in 2001 and started working with the YMCA Cross Cultural and Immigrant Services in 2002. Since 2006 Marilena have joined the Host Program as a Mentorship/Partnership Coordinator. She is fully dedicated to helping immigrants in the transition process of settling into Canadian society.</p> <p><b>Mehmet Mehmet</b> graduated from the University of Windsor with a BA in Sociology, a minor in Psychology, and a certificate in Criminology and Criminal Justice. He joined the Host Program as a Mentors' Coordinator in November 2007. Mehmet previous work experience has ranged from teaching English in Taiwan to being a Correctional Officer at a Youth detention Centre in London Ontario. He enjoys traveling and meeting people of diverse cultures.</p>

<p><b>Thu. Nov. 4</b> <b>9:00 AM -</b> <b>12:00 PM</b></p>	<p><b>C11: A Practical Approach to Stress Management</b></p>
<p><b>Location:</b> <b>Room 19</b></p>	<p>The purpose of the workshop is to enable participants to understand that stress is unavoidable part of everybody's life; recognize the symptoms that reflects chronic stress overload; identify situations that cause greatest stress and categorize actions which add to the stress level. Participants will be able to identify the best approaches to a stressful situation (Alter, Avoid and Accept), understand the source of stress, physical and behavioral symptoms of stress, and differentiate between positive and negative stress. Participants will also be equipped with simple authentic and practical tools and techniques to reduce and manage day-to-day stress, change/modify their lifestyles, situations and actions and lead a positive life without overwhelming stress. The facilitation strategy of the workshop will be combination of inputs from the facilitator, discussion, simulation games, icebreakers, pre and post-assignment review of the stress level and practice of simple and practical tools. This session will be of interest to managers and front line workers who are face challenges to cope up with the demands from work, home, and social pressures.</p>
<p><b>Level:</b> <b>All Levels</b></p>	<p><b>Your facilitator:</b> <b>Rabindra Nath Sabat</b> is currently working as the Program Director in Settlement Assistance and Family Support Services (previously known as South Asian Family Support Services -SAFSS) having extensive experience in organizing and facilitating training programs, workshops and seminars. Prior to joining SAFSS, he was working as the Training Director in Hetta International Training Centre (HIDC) and Program Director in Agency for Women and Children Development in New York. He has organized and facilitated four international workshops for senior bureaucrats, corporate managers and non-profit leaders from European, Asian and African countries. He has also served as a consultant/ trainer in DSE/ZEL in Germany on "Participatory Planning" for Asian delegates.</p>
<p><b>Thu. Nov. 4</b> <b>9:00 AM -</b> <b>12:00 PM</b></p>	<p><b>C12: History of Immigration to Canada</b></p>
<p><b>Location:</b> <b>Room 10A</b></p>	<p>In Canada, immigrants have made significant contributions as nation-builders. By examining the history of immigration, frontline workers will enhance their understanding of the context and systemic issues that newcomers encounter as they arrive and settle here. This workshop is a general overview of both the post-colonial Canadian immigration policies and the development of what is now a more contemporary approach to immigration. The history starts with the recovery of the native peoples present as a welcoming community; the first expression of immigration policy around 1886, the changes in demographics through the different censuses up to now; the different immigrations acts and their goals. It includes: the Anti-Asiatic approach, the effect of the world wars, the targeting of identified populations, the anti-Semitic approach, the appearance of the refugees concept and the immigration classes to the current challenges affecting immigrants and refugees in Canada. Using a timeline, the workshop will explore the history of Canada's treatment of newcomers.</p>
<p><b>Level:</b> <b>Introductory</b></p>	<p><b>Your facilitator:</b> <b>Loly Rico</b> is the Co-director of FCJ Refugee Centre. She is also responsible of the organization's Settlement Program. Loly is recipient of the 2004 Constance E. Hamilton Award of the City of Toronto and of the Peace Medallion of the YMCA. She is Chair of the Anti-Trafficking sub-committee of Canadian Council for Refugees (CCR), Past-President of the Board of Ontario Council of Agencies Serving Immigrants and member and founder of the Coalition of Services Providers for Refugee Claimants (CSPRC). Loly has over sixteen years of experience working with newcomer women in Canada, helping them on their integration to the Canadian society with dignity.</p>
<p><b>Thu. Nov. 4</b> <b>9:00 AM -</b> <b>12:00 PM</b></p>	<p><b>C13: Bridging Employment and Settlement- Self-Marketing Tools for Professionals (Offered on Wednesday evening B7)</b></p>
<p><b>Room 11</b></p>	<p>For description of workshop and facilitators, please read B7.</p>

## Workshops D

<p><b>Thu. Nov. 4 2:00 - 5:00 PM</b></p> <p><b>Location: Room 16</b></p> <p><b>Level: All Levels</b></p> <p><b>Your facilitator:</b></p>	<p><b>D1: Sponsorship Breakdown: What you Need to Know (English and French)</b></p> <p>Family reunification is a crucial part of immigrant settlement and integration. We recognize the importance of strong families in our society and value the contribution they make in building healthy communities. Sponsorship breakdown occurs when the sponsor or the sponsored family member withdraws from the sponsorship relationship before the end of the period specified in the Sponsorship Undertaking. The breakdown could be the unwanted result of changing financial conditions or could be a necessary course of action to sustain the well-being of the sponsored family member(s). Sponsors and immigrant and refugee service providers may not be aware of the consequences of sponsorship breakdown. This session will provide an overview of current Ontario Works regulations and a general picture about the implications of sponsorship breakdown. It will also provide you with an opportunity to raise some of your questions and concerns.</p> <p><b>Loly Rico:</b> For descriptions of facilitator, please read C12.</p>
<p><b>Thu. Nov. 4 2:00 - 5:00 PM</b></p> <p><b>Location: Room 7</b></p> <p><b>Level: All Levels</b></p> <p><b>Your facilitators:</b></p>	<p><b>D2: Preparation for Employment: Presenting Job Search Workshops Which Meet the Real Needs of Immigrants (French)</b></p> <p>The purpose of the presentation is to provide information about an improved and effective way to present job search workshops to newcomers:</p> <ul style="list-style-type: none"> <li>• focusing on overcoming cultural barriers which hinder assimilation to the culture of the Canadian labour market and impede an understanding of job requirements;</li> <li>• taking care to endow the newcomers with the skills necessary to conduct their own independent job search and communicate their skills in a job interview with a potential employer.</li> </ul> <p>The presentation should enable participants (settlement workers in particular):</p> <ul style="list-style-type: none"> <li>• to be informed about the real needs of newcomers in search of employment;</li> <li>• to be aware of cultural and systemic barriers which prevent immigrants from understanding information, in order to adapt employment search services to the real needs of the latter;</li> <li>• to have at their disposal a new tool of information on job search techniques adapted to the real needs of immigrants.</li> </ul> <p><b>Frederic Nzeyimana</b> holds a master's degree in anthropology from the University of Montreal where he pursued his studies leading to a doctoral degree in philosophy. He has nearly 10 years of experience in research as consulting expert for projects aiming to help newcomers find employment compatible with their qualification level.</p> <p><b>François Yabit</b> holds a doctoral degree in business and international development. After working in programs funded by the Canadian International Development Agency in the framework of the Federal Government's Youth Employment Strategy program through initiation to international development, François is presently involved in the settlement of newcomers to Canada, as program manager.</p>

<p><b>Thu. Nov. 4 2:00 - 5:00 PM</b></p> <p><b>Location: Room 21</b></p> <p><b>Level: Intermediate</b></p> <p><b>Your facilitators:</b></p>	<p><b>D3: Serving and Supporting Newcomer Children and Youth with Trauma Issues</b></p> <p>Many newcomer children and youth have left traumatic situations in their countries of origin, such as war, torture, and genocide. This interactive workshop is geared towards helping frontline workers understand the mental health and settlement needs of newcomer children and youth who have experienced this type of trauma. The session will include an overview of what constitutes trauma, describe how such trauma impacts the lives of immigrant and refugee families, children and youth, and explain how to build therapeutic alliances with these clients. We will explore how to assess and identify if a child or youth has experienced trauma, and ways in which to address the trauma. Furthermore, the challenges and barriers that traumatized children and youth experience in Canada (such as intergenerational trauma, intercultural conflict, and larger systemic issues) will be also be examined, and strategies to tackle these challenges will be discussed. Through small and large group discussions, case studies and self-reflection exercises, participants and presenters will engage in the sharing of knowledge to enhance the competency of service providers who work with this population group.</p> <p><b>Sidonia Couto</b> holds a Masters of Social Work degree from the University of Toronto. She has experience working with diverse clients, and has worked with children and youth in a variety of capacities, such as a sexual health counselor, an academic tutor, a nutritional counselor, and has been involved in youth programming at several community organizations. She is currently the child and youth trauma and settlement counselor at the Canadian Centre for Victims of Torture.</p> <p><b>Huda Bukhari</b> has been working in the social services/educational fields for the past 26 years. Currently, she holds the position of Manager of Settlement Services at the Canadian Centre for Victims of Torture. Through her interests in community development, refugee issues and social justice she has been working closely with East African grassroots organizations in raising their capacity. She holds a Bachelor of Arts degree in Architecture from Cairo University.</p>
<p><b>Thu. Nov. 4 2:00 - 5:00 PM</b></p> <p><b>Location: Room 8</b></p> <p><b>Level: Introductory / Intermediate</b></p> <p><b>Your facilitators:</b></p>	<p><b>D4: Resilience Through Art: Supporting Community Member Facing Forced (Non Consensual) Marriage.</b></p> <p>A forced marriage is a marriage that takes place without the full and free consent of one or more parties involved. This skill-building workshop for frontline workers and program managers will explore the impact of forced marriages on clients and the front line workers who support them. It will provide participants with research and resources on prevention, risk-assessment and intervention, as well as legal and policy issues related to forced marriage. Together we will look at ways to increase to clients' safety by creating opportunities for empowered decision making using case studies, expressive arts (drawing, modeling clay, poetry and music) as well as role playing. We will also introduce hands-on creative activities that will support both clients and frontline workers to increase creative-problem solving skills, support self-reflection and provide emotional relief. These activities are useful for work with clients, as well as in team or individual debriefing. Workshop participants will strengthen their understanding of the context and strategies to support clients facing forced marriage. Participants will be familiarized with ways to work with community members using creative interventions to soothe, safety plan and explore the impact of forced marriage in a non judgmental and client-centered way.</p> <p><b>Farrah Khan</b>, a lover of mangos and crafternoon chai gatherings, holds a Masters of Social Work from the University of Toronto. She currently works as a counselor providing support to women who have experienced violence. Farrah has successfully coordinated peer education programs, research projects, workshops, conferences and zines on gender based violence throughout Canada for the past decade. She is featured in the media as an expert in the area of violence against women specifically within newcomer and racialized communities, including CBC radio's special feature, Turning Point: Moving beyond stereotypes of family violence in South Asian communities in Canada. In 2005, she was awarded the V-Day award for exemplary work addressing issues of violence against women. Farrah is an active member of numerous community groups including the Muslim AIDS Project, the South Asian Legal Clinic and the Urban Alliance on Race Relations. She is one of the founders of AQSazine, a young women's Muslim arts collective which was awarded the Wellesly Institute's 10 in 10 Urban Health Award in 2008.</p> <p><b>Roxanna Vahed</b> has been facilitating groups over the past decade in the areas of gender based violence, peace and conflict, and anti-racism and sexuality. She is an Expressive Arts Therapist, who has had the opportunity to work with groups and individuals at various organizations Toronto, including Sherbourne Health Centre, Central Toronto Youth Services, YWCA and Access Alliance Multicultural Health and Community Services. Recently, with Access Alliance, and in consultation with community members and service providers, Roxanna developed the first-ever Promising Practices Tool Kit for the delivery of expressive arts groups with LGBTQ newcomer women who have experienced violence. In addition to her frontline work in Expressive Arts Therapy, Roxanna also has experience in settlement and mental health related research, program evaluations and focus groups, as well as developing customized art-based workshops for newcomer and refugee youth.</p>

<p><b>Thu. Nov. 4 2:00 - 5:00 PM</b></p> <p><b>Location: Room 6</b></p> <p><b>Level: Introductory / Intermediate</b></p> <p><b>Your facilitator:</b></p>	<p><b>D5: Assertiveness and Self Confidence</b></p> <p>Assertiveness and self-confidence are comprised of important interpersonal communications skills and traits that can be learned and practiced. This workshop will provide participants with many tips, techniques, and opportunities to try out their own skills. By the end of this workshop, participants would be able to:</p> <ul style="list-style-type: none"> <li>• Define assertiveness and self-confidence, and list the four styles of communication</li> <li>• Understand the importance of body language and questioning skills in communication</li> <li>• Define the importance of goal setting</li> <li>• Utilize methodologies for understanding your worth -- and the use of positive self-talk</li> <li>• Use the STAR model to make your case during a presentation challenge</li> <li>• Display rapport-building skills through assertive methods of expressing disagreement and consensus-building techniques</li> </ul> <p>This workshop will be of interest to frontline workers, program Co-coordinators and managers.</p> <p><b>Ayoyimika Akin-Abrahams</b> is a seasoned Management Consultant and trainer with over 15 years of experience garnered from various organizations in the private corporate as well as in the non-governmental sectors. She has developed particular expertise in fulfilling the training, information and insight needs of non-governmental development organizations deploying various qualitative techniques. She is particularly passionate about providing her services to organizations that are dedicated to and have a vision for uplifting the status of individuals.</p>
<p><b>Thu. Nov. 4 2:00 - 5:00 PM</b></p> <p><b>Location: Room 9</b></p> <p><b>Level: Intermediate / Advanced</b></p> <p><b>Your facilitator:</b></p>	<p><b>D6: Are you Competing or Just Complying? (Offered again in French on Friday morning E2)</b></p> <p>It could be argued that there has never been a more competitive time for non-profits. There are more social service agencies now than there has ever been, and many are experiencing a heightened sense of anxiety about funding and organizational stability:</p> <ul style="list-style-type: none"> <li>• Several long-term funders have reduced their granting programs</li> <li>• Agencies are experiencing higher or vastly different demands for their service, challenging capacity</li> <li>• The public is demanding accountability and transparency in funding and results</li> <li>• Government funding bodies are facing deficits in the 10's of billions, and are now turning their attention to streamlining and doing more with less.</li> </ul> <p>What is your plan?</p> <p>For management and innovative front-line staff alike, this workshop will:</p> <ul style="list-style-type: none"> <li>• Explore the direction of governments and what it means to you</li> <li>• Examine the all-too-common (and very hazardous) 'compliance trap'</li> <li>• Challenge your thinking with 5 must-do's for today's competitive environment, including: <ul style="list-style-type: none"> <li>- Outcomes Measured, Outcomes Managed</li> <li>- Customer Service Excellence</li> <li>- The Right People with the Right Competencies</li> <li>- Telling your Performance Story</li> <li>- ...all on a platform of Political Acuity</li> </ul> </li> <li>• Discuss why this shift in practice is ultimately advantageous for both agencies and their customers</li> </ul> <p><b>Sarah Delicate</b> knows intimately the challenges facing today's not for profits, having worked directly with 100's of service delivery agencies and government bodies towards understanding, developing and successfully implementing outcomes-based management. Sarah's high-energy, dynamic facilitation style and her results-orientation guarantees that all participants leave feeling invigorated, well-challenged, and ready to hit the ground running.</p>

**Thu. Nov. 4  
2:00 - 5:00 PM**

**Location:  
Room 10A**

**Level:  
Introductory /  
Intermediate**

**Your facilitator:**

### **D7: Financial Literacy: A Challenge for Us All**

This workshop is designed to give frontline workers and program managers a look into financial literacy and the importance of this topic to newcomers. Topics to be discussed will include understanding credit ratings, credit scores and the possible impacts of the misuse of this financial resource. We will look at:

- Identity theft and the importance of protection of personal information and how that may impact newcomers should they fall prey to fraudsters.
- Financial stress and the impacts that this type of stress has on the individual. We will discuss ways to overcome this type of stress and some possible solutions to this kind of stress.
- Banking options for newcomers and some possible strategies to help newcomers before they arrive in Canada to prepare for their arrival.
- Options available to people who may be suffering from financial hardship and the options to solve their debt problems.

There will be some discussion on what Consolidated Credit Counseling Services can do to help your organization to initiate financial literacy and some of the resources that can be made available to your organization to help to expand financial literacy across Canada.

**Daniel Chometa** graduated from Mount Allison University in Sackville, New Brunswick with a Bachelor of Arts Degree and is now the Community Outreach Manager for Consolidated Credit Counseling Services of Canada. Financial Literacy is on the forefront of Consolidated Credit's agenda and Daniel has proven to be the means to that end. He is dedicated to generating awareness about personal finance issues to the business community as well as to the general public. Daniel has passed the BIA Insolvency Counsellor's Qualification Course and is also a trained counsellor who has helped many individuals become debt free and fiscally responsible. Daniel is a co-chair on the board of directors for the Toronto Adult Student Association (TASA). TASA is a not-for-profit, membership-based organization that advocates for sufficient, high quality, accessible adult education.

**Thu. Nov. 4  
2:00 - 5:00 PM**

**Location:  
Room 11**

**Level:  
Introductory**

**Your facilitators:**

### **D8: Managing Conflict with Angry Clients: Foundational Skills for Front-line Staff (Offered again on Friday morning E8)**

This workshop is designed for front-line staff who want to improve their ability to handle conflicts with angry clients. Participants will be introduced to concepts, skills and techniques to help them manage tense situations, set boundaries and resolve conflicts effectively. Participants will learn:

- The dynamics of anger and conflict escalation
- Strategies to remain calm in conflict situations
- The concept of needs based or win/win problem solving
- De-escalation skills and techniques
- How to set boundaries effectively and respectfully.

The Conflict Resolution Service (CRS) workshops are participatory, interactive, and tailored to participant needs. We teach our approach to conflict resolution through short presentations, discussions, exercises, role-plays and skills practice.

**Claire Huang Kinsley** has been a mediator and trainer with St. Stephen's Conflict Resolution Service since 2003. During this time, she has facilitated workshops for a number of settlement organizations in the Greater Toronto Area. Claire also brings over fifteen years of experience using conflict resolution skills in her role as a front-line worker in community services.

Claire would be accompanied by **Siobheann Leahy**, CRS Associate.

<p><b>Thu. Nov. 4</b> <b>2:00 - 5:00 PM</b></p> <p><b>Location:</b> <b>Room 19</b></p> <p><b>Level:</b> <i>Intermediate</i></p> <p><i>Your facilitator:</i></p>	<p><b>D9: Human Mobility: New Immigrant Settlement Paradigm</b></p> <p>The workshop will use systems thinking strategies to de/re-construct newcomer settlement strategies in Canada. The existing strategies are primarily established for the industrial era. It is based on old assumptions and concepts. This classical migration/settlement worldview became ineffective in today's transnational world and network-based economies. This conventional world view is now challenged by the rapid changes within a globally interconnected socioeconomics, technological advances and ongoing cultural transformations around the world. Canadian settlement strategies and services need the new mobility paradigm to enhance the well-being of immigrant communities and foster justice and sustainability within our larger communities and economies.</p> <p>Participants in this workshop will be guided to understand the fundamental gaps within the existing settlement paradigm and strategies; build their system thinking skills to facilitate systemic change within their identity, workplaces, communities and the larger immigration/settlement system. Furthermore, they will gain additional skills and knowledge in transcultural communications and identity dynamics to transcend difference and facilitate positive change within multicultural settings especially among immigrants and newcomers to Canada. Finally, participants will deepen their diversity consciousness, and embrace diversity in thinking, being and practice among clients, colleagues and others. Hopefully, they will promote and advocate diversity as an important prerequisite for justice and sustainability. To achieve these important learning outcomes, the workshop will use diverse learning and facilitation methods; including conceptual reviews, group discussions, case studies, research and analysis and group activities. The workshop might be of interest for many community groups including settlement workers, social justice activists, policy makers, program managers, community organizers and sustainability leaders.</p> <p><b>Khaled A. Islaih</b> is a sustainable diversity facilitator, community-based researcher, social entrepreneur and freelance writer. He has extensive experience in community development in Canada and Palestine. Over the years, he presented and facilitated workshops at various forums and conferences such as OCASI and TESL Ontario annual conferences. In his work, Khaled advocates innovative strategies to maximize the potential of Diaspora communities in Canada as forces for change in their host-lands, homelands and beyond. His social enterprise; Open Doors International is based in Toronto at the Centre for Social Innovation.</p>
<p><b>Thu. Nov. 4</b> <b>2:00 - 5:00 PM</b></p> <p><b>Room 3</b></p>	<p><b>D10: Transition to Welcoming Communities (Offered in the morning C10)</b></p> <p>For description of workshop and facilitators, please read C10.</p>

<p><b>Thu. Nov. 4</b> <b>2:00 - 5:00 PM</b></p> <p><b>Location:</b> <b>Room 18</b></p> <p><b>Level:</b> <i>Introductory / Intermediate</i></p> <p><i>Your facilitators:</i></p>	<p><b>D11: The Common Assessment Process (CAP): Connecting Immigrant Settlement and Employment Needs</b></p> <p>The Common Assessment Process (CAP) is a consistent information-gathering and needs assessment format for use between career development practitioners and clients, used and supported by a unique network of more than 40 agencies in the London area. The CAP model ensures clients participate in one, agreed-upon, high quality employment planning process including referral to programs across the community, no matter where they begin the process. This CAP workshop provides front-line workers with a “best practices” model for client assessment, which is highly adaptable to a range of settlement and employment interests. Practitioners using CAP are connected to their colleagues across the region through shared and common process and language, consistency and ease of client referral to network agencies, reduced duplication in paperwork, and facilitated case management. Community benefits include accurate information sharing about community resources and appropriate referrals across the immigrant service sector. The workshop will introduce case studies and practice of illustrative client assessment and discuss the applicability for CAP for a range of client types and circumstances. This session contributes to individual professional development (introducing additional strategies for career development practice); and, organizational structure (enhancing networking and communicating with other community agencies and staff).</p> <p>As the Project Manager of the Employment Sector Council of London-Middlesex (ESCLM), <b>Carol Stewart</b> coordinates the labour market and employment policy and planning interests of more than 40 non-profit and public employment and training service delivery agencies, and community, business, and government organizations in the London-Middlesex County Region.</p> <p><b>Sergio Chuy</b> has worked for over 15 years in the social services sector assisting youth, newcomers and clients with multiple barriers. He has spent the last 11 years assisting newcomers towards meaningful employment. Sergio has served as a trainer of the Common Assessment Process (CAP) since 2003 in the London Area and is also a senior CAP trainer responsible for the development of new trainers. Sergio is currently the Team Leader of the Skills Development division at Pathways Skill Development and Placement Centre.</p>
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<p><b>Thu. Nov. 4</b> <b>2:00 - 5:00 PM</b></p>	<p><b>D12: SWAVE – Settlement Workers Against Violence Everywhere</b></p>
<p><b>Location:</b> <b>Room 4</b></p>	<p>This interactive workshop is directed towards those who have an interest in exploring how violence against women impacts immigrant and refugee women, including how this social issue impacts the role of settlement workers. The workshop aims to create a better understanding for participants in their role as settlement service providers responding to issues of violence against women.</p> <p>Participants will have the opportunity to share professional information and experiences with others working across Ontario to better support women impacted by abuse and to engage in meaningful discussions about the role of settlement workers in preventing and addressing violence against immigrant and refugee women. Our discussion will pay special attention to:</p>
<p><b>Level:</b> <i>Introductory / Intermediate</i></p>	<ul style="list-style-type: none"> <li>• Understanding causes and forms of woman abuse</li> <li>• Understanding myths and realities of woman abuse</li> <li>• Understanding woman abuse as a social issue requiring a community response</li> <li>• Importance of clarifying the role of settlement workers in responding to violence against women (including importance of early intervention, ethics and professional guidelines, dealing with disclosures, facilitated referrals)</li> </ul>
	<p>This workshop will also feature an orientation to SWAVE, OCASI's new interactive website specifically for settlement workers addressing issues of violence against immigrant and refugee women. SWAVE will provide the settlement sector the opportunity to create and sustain an online network to support one another in addressing issues of woman abuse, to promote enhanced professionalism and to increase the quality of service to immigrant and refugee communities.</p>
<p><i>Your facilitators:</i></p>	<p><b>Angie Rupra</b>, M.S.W., R.S.W., has worked as a counselor, community developer and educator in the social service sector. Her areas of focus have included violence against women, issues impacting immigrant and refugee communities, and grief counselling. She currently teaches in Seneca College's Social Service Worker – Working with Immigrants and Refugees Program, Humber College's Social Service Worker Program and provides professional developing training through her private practice New Wave Consulting.</p> <p><b>Karen Ko</b> has background in feminism and anti-racism. She has worked in community development for the past few years at the North Shore Women's Centre in Vancouver, BC and is currently completing her Master's of Arts degree at the University of Toronto in Sociology and Equity Studies. She works at OCASI as the assistant to the Policy team.</p> <p><b>Bonnie Mah</b>, MA (Immigration &amp; Settlement studies), was the OCASI content coordinator for WorkingWithNewcomers.ca (formerly Settlement AtWork), and previously worked on the Settlement.Org website for newcomers. She has also worked as an international student advisor, English as a foreign language teacher abroad, and researcher.</p>

**Thu. Nov. 4  
2:00 - 5:00 PM**

**Location:  
Room 5**

**Level:  
Introductory**

**Your facilitators:**

**D13: A SHARP Idea: Strategies for Engaging Newcomer Youth in Healthy Relationship**

This interactive workshop for frontline workers will focus on the importance of youth engagement, through programming for newcomer youth communities. Workshop participants will be taken through the experience of Planned Parenthood Toronto's SHARP and TEACH programs' collaboration and their challenges and triumphs in establishing programming in a high-need, highly newcomer populated community in Toronto.

The use of interactive activities, small group work and large group discussions, will give participants the time and space to share challenges they have experienced in engaging newcomer youth and develop strategies to address those challenges.

At the end of this workshop, participants will:

- Have a thorough understanding of the importance of youth engagement in newcomer communities
- Be aware of the potential benefits and challenges of community collaborations when engaging with newcomer youth
- Be equipped with practical tools and strategies to address challenges with engaging newcomer youth in their own communities
- Be better prepared to address "sensitive topics" such as healthy relationships and homophobia with newcomer youth.
- Workshop participants will also walk away with creative and innovative ideas to get newcomer youth involved in programming, a copy of the "Get Sharp" 'zine, and additional resources.

**Rhobyn James** is currently a Community Health Promoter at Planned Parenthood Toronto with over 10 years of workshop and training facilitation experience. Over the course of his career, Rhobyn has worked with diverse youth communities and service providers, providing a variety of training ranging from employment and life skills to sexual health and healthy relationships. Rhobyn has a background in Social Work and Sexual Health.

**Anna Penner** has been involved with Planned Parenthood Toronto since 2001, when she joined the Teens Educating and Confronting Homophobia (TEACH) program as a Peer Facilitator. She is now the TEACH Program Coordinator, supporting youth to deliver over 150 anti-homophobia workshops throughout Toronto each year. Anna has a Masters in Immigration and Settlement Studies from Ryerson University.

**OCASI Orientation Session for New Settlement Workers**

Thursday November 4 - 5:15 PM - 6:15 PM

**Location: Room 16**

Are you a new Settlement Worker? Want to know more about OCASI? Come to this session for a brief orientation about OCASI's work on behalf of its membership. The session will provide you with an introduction to OCASI's role in the Immigrant and Refugee Serving Sector and our priority areas such as Professional Development, Training and Capacity Building, Membership Services, Policy Development and Advocacy, Public Education and Technology and Information Systems.

## Workshops E

<p><b>Fri. Nov. 5 9:15 AM - 12:15 PM</b> <b>Location: Room 16</b></p> <p><b>Level:</b> All Levels</p> <p><b>Your facilitator:</b></p>	<p><b>E1: Overview and Updates of Canada's Immigration Programs (English and French)</b></p> <p>This workshop is an introduction to Canada's immigration programs and their economic, social and humanitarian goals under the Immigration and Refugee Protection Act. The session will provide a summary description of each immigration class, category and program. Participants will learn about the immigration process, with an emphasis on whether programs are temporary or permanent solutions, or if the process can begin from within Canada or overseas. Also, the facilitator will explain the role of various institutions involved in the immigration or refugee process, including enforcement. Throughout the workshop, participants will become familiar with a related glossary of terms.</p> <p><b>Loly Rico:</b> For description of facilitator, please read C12</p>
<p><b>Fri. Nov. 5 9:15 AM - 12:15 PM</b> <b>Room 9</b></p> <p><b>Your facilitator:</b></p>	<p><b>E2: Are you Competing or Just Complying? (French) (Offered in Thursday afternoon in English D6)</b></p> <p>For description of workshop, please read D6.</p> <p><b>Bryan Bell</b> is a recognized leader in management consulting with a wide variety of high profile international engagements to his name. He has been consulting for over 20 years in both the public and private sectors. He was a lecturer in the MBA program at the University of Ottawa and has trained thousands of public sector executives, managers and practitioners in performance measurement and results-based management principles, using a combination of sound theory and practical exercises.</p>
<p><b>Fri. Nov. 5 9:15 AM - 12:15 PM</b></p> <p><b>Location: Room 4</b></p> <p><b>Level:</b> Intermediate</p> <p><b>Your facilitators:</b></p>	<p><b>E3: Open Spaces: Understanding LGBTQ Issues within Settlement Services</b></p> <p>What is our responsibility as front-line staff in ensuring that our agencies respect the human rights of LGBTQ clients and staff? How do we work through complex intersections of race, class, gender, ethnicity, religion and sexual orientation within a globalized world? How can we, collectively, create a genuinely welcoming environment for migrants marginalized because of their sexuality or gender expression?</p> <p>This inter-active workshop invites you to engage in an honest and thoughtful discussion of these issues. Using detailed case-studies based on real-life examples, we will unpack our anxieties and misconceptions around sexuality and gender and analyze various dimensions of contemporary transnational queer life. You will leave the workshop with a deeper understanding of LGBTQ issues within settlement services, a useful list of resources and relevant models of good practice.</p> <p><b>Nuzhat Abbas</b> is a writer, educator and consultant. She has worked with non-profit organizations, colleges and universities for more than fifteen years. She was a founding member of SAWG (now the South Asian Women's Centre) as well as the queer-centred Desh Pardesh Festival of Art, Culture and Politics. Nuzhat provides innovative community-based creative writing workshops for immigrant and refugee women and youth. She teaches at Humber College.</p> <p><b>Sharmini Fernando</b> is the Director of Pathways to Education at Regent Park. For over twenty years, her work has focused on the intersections of community health, education, equity and development in Canada as well as her native Sri Lanka. Sharmini served as the ED of the South Asian Women's Centre during its formative years and helped found CASSA (Coalition of Agencies Serving South Asians), ASAAP (Alliance for South Asian AIDS Prevention) and the Ujamaa Housing Co-operative.</p>

<p><b>Fri. Nov. 5</b>  <b>9:15 AM -</b>  <b>12:15 PM</b>  <b>Location:</b>  <b>Room 5</b>  <b>Level:</b>  <i>Intermediate</i>  <i>Your facilitator:</i></p>	<p><b>E4: Immigrant Health and Nutrition Counselling</b></p> <p>The purpose of the workshop is to provide knowledge, skills and strategies for frontline workers as they provide counselling to clients and promote health to their communities. This workshop will cover topics such as the most updated research of genetic analysis and nutrition science, epidemics among immigrants including obesity, cardiovascular disease and diabetics, knowledge of Canadian food and bioactive diet, and principles methods for providing nutrition counselling. Useful resources and internet links will be provided for service providers and their clients.</p> <p><b>Jian Guan</b>, PhD., Registered Nutrition Counselor. Specializing in public health and immigrant adaptation. Currently teaching at Ryerson University, President of the Canadian Academy of Natural Health. Research publications focus on immigrants' health and acculturation, depression and access to social services among Canadian Chinese seniors, cross-cultural comparison of seniors' physical and mental health, cultural effects on physician/patient relations, social and psychological impact of epidemics, and ethical challenge of medicine. Course taught include Medical Sociology, Sociology and Health, Values and Ethics for Health Professionals, Leadership Ethics, and Nutrition Counseling.</p>
<p><b>Fri. Nov. 5</b>  <b>9:15 AM -</b>  <b>12:15 PM</b>    <b>Location:</b>  <b>Room 6</b>    <b>Level:</b>  <i>All Levels</i>  <i>Your facilitators:</i></p>	<p><b>E5: Discovering &amp; Harnessing Leadership Capabilities in Your Multi-cultural Clientele</b></p> <p>This workshop would enhance the professional competencies of all levels of the service workforce enabling them to more effectively interact with client groups whose background is different from their own. Decoding differing behaviours rooted in culture by using new information, tools will enhance their skills to identify and coach client leadership capabilities furthering employment opportunities and job success.</p> <p>As a result of this session, participants will have an opportunity to:</p> <ul style="list-style-type: none"> <li>• Examine the variables influencing one's own cultural perceptions</li> <li>• Recognize how culture influences leadership behaviours</li> <li>• Interpret behaviour influenced by country norms using a variety of resources</li> <li>• Adapt simple models and techniques as coaching and communication aids</li> <li>• Determine three actions that can be practically integrated into their client work the next day</li> </ul> <p><b>Rhonda Singer</b> has addressed national and global conferences, such as Association of Contingency Planners (ACP) International Conferences, Boston, the Organization for Economic Cooperation and Development (OECD) Metropolitan Review of Toronto and the Human Resources Professionals Association (HRPA) Diversity Conference as well as the COSTI JSW Retreat on the importance of Cultural Intelligence. In 2002 as President of Progress Career Planning Institute she created the first in a series of Internationally Educated Professionals (IEP) Conferences, now being held in other Ontario cities. In addition to being Principal of Multicultural Leadership Centre, Rhonda is President of Noanda Enterprises Ltd., works with private, educational, and non profit sector organizations on the myriad implications of the 'chemistry of culture'.</p> <p><b>Yogesh Shah</b> is an International Management Consultant, Speaker, Certified Management Consultant with 20+ years experience in advising, coaching and consulting, national and multi-national business organizations, public sector and government organizations in 12 countries in Asia, Mid-East, Africa and North America. As Principal of Multicultural Leadership Centre he is providing consultancy and training in Multicultural Diversity Integration to companies and institutions in North America. He is also the CEO of Mindware Consultants, providing specialised consultancy in Change Management, Performance Management Strategy and Developmental Learning and related areas of Human Capital management.</p>

<p><b>Fri. Nov. 5 9:15 AM - 12:15 PM</b></p> <p><b>Location: Room 21</b></p> <p><b>Level: Intermediate</b></p> <p><i>Your facilitator:</i></p>	<p><b>E6: Building Bridges Between Employment and Settlement: Short Term and Long Term Goals</b></p> <p>This workshop is pertinent to the topic of bridging the gap between settlement and employment. It attributes the lack of a continuum between settlement and employment to the existence of gaps between existing service- models and their correlation to actual settlement and employment trajectories of newcomers.</p> <p>The workshop will identify these gaps as well as strategies to bridge these gaps to develop a seamless transition model between settlement and employment. This model posits settlement as an immediate/short term goal and employment as a longer-term goal, whose success is dependent on the success of the settlement component.</p> <p>Examples and case studies supporting this model will be demonstrated; best practices to operationalize smooth transitions between employment and settlement will be identified. This workshop will be of interest to both frontline workers and program managers. A combination of lecture and case studies will be utilized. This workshop has also been chosen for presentation at the “International Migration Conference” at Ryerson University scheduled for September 2010.</p> <p><b>S.Gopikrishna</b> is the Executive Director of the Scarborough Housing Help Centre. He worked in the area of advocacy and development of new programs to empower newcomers at the Social Planning Council of Toronto and South Asian Family Support Services. Gopi is a committed newcomer advocate as well as a columnist for a variety of magazines and newspapers, local and international. He has presented papers and workshops on the topic of combining settlement and employment at various conferences.</p>
<p><b>Fri. Nov. 5 9:15 AM - 12:15 PM</b></p> <p><b>Room 10</b></p>	<p><b>E7: Cross Cultural Counselling: Competencies and Practice (Offered on Thursday morning C7)</b></p> <p>For description of workshop and facilitators, please read C7.</p>
<p><b>Fri. Nov. 5 9:15 AM - 12:15 PM</b></p> <p><b>Room 8</b></p>	<p><b>E8: Managing Conflict with Angry Clients: Foundational Skills for Front-line Staff (Offered on Thursday afternoon D8)</b></p> <p>For description of workshop and facilitators, please read D8.</p>
<p><b>Fri. Nov. 5 9:15 AM - 12:15 PM</b></p> <p><b>Location: Room 18</b></p> <p><b>Level: Intermediate</b></p> <p><i>Your facilitator:</i></p>	<p><b>E9: Supporting Clients with Family Law Issues</b></p> <p>Access to legal information, while not a substitute for legal representation, is a crucial first step in the process of asserting rights. This workshop will provide settlement counsellors and front-line workers with an introduction and overview of common family law legal issues and terminology. This understanding will assist workers in supporting their clients experiencing family breakdown. Following a general introduction, we will examine the resources developed by the FLEW project – Family Law Education for Women (FLEW) – to assist women in understanding their rights and responsibilities under Canadian public family law. There will be an interactive component which will allow participants to engage with the information in a fun and creative way. Participants will gain a general understanding of key legal concepts and terminology in family law, including recent changes in family law. They will learn about the extensive library of public legal education materials produced by FLEW, as well as other legal resources that are available to assist their clients. Multilingual copies of materials will be available for distribution.</p> <p><b>Ginny Santos</b> is currently the project manager for FLEW (Family Law Education for Women). She brings expertise in public legal education with a special interest in forms of popular education. Ginny knows how to create a learning experience that fits with diverse learning preferences and that is fun and creative. In the past, Ginny has worked as a settlement counsellor and has also coordinated a team of settlement counsellors at a major organization in Toronto. She is very familiar with the settlement sector and has a deep respect for the work of settlement counsellors.</p>

### **E10: Quality Assurance, Program Evaluation and Performance Coaching**

**Fri. Nov. 5  
9:15 AM -  
12:15 PM**

**Location:  
Room 19**

**Level:  
Intermediate /  
Advanced**

**Your facilitator:**

How do you know if clients are satisfied with your services? How do you know if your front-line staff are performing up to par? This session is geared for the supervisor or manager of settlement programs –or front-line workers that aspire to be supervisors or managers and who wish to know more about quality assurance, program evaluation and performance coaching strategies including motivating staff for optimum effectiveness. This interactive session will address:

- The five drivers of client satisfaction – what your clients want
- Quality Assurance and Monitoring Tools
- Performance Coaching Techniques
- The Organizational Standards Initiative
- Standards for Professional Information and Best Practices in Settlement Work

After attending this session, participants will have a better knowledge and understanding of tools and resources to monitor, evaluate and enhance the delivery of settlement services.

**Faed Hendry** is a Certified Information & Referral Specialist who is Manager of Training and Outreach with Findhelp Information Services in Toronto. He has worked in various capacities at Findhelp since 1989. Faed regularly conducts training and credentialing programs related to information and referral throughout Ontario and North America.

He is both the Vice-President of the Alliance of Information & Referral Systems (AIRS) and Chairperson of the AIRS Standards Committee, a professional membership association with over 1,000 organizations. He also conducts regular accreditation site visits to 211 agencies throughout North America. In his spare time, he volunteers as a youth soccer coach with the East York Soccer Club.

### **E11: Canada Border Services Agency (CBSA): Role at the Port of Entry**

**Fri. Nov. 5  
9:15 AM -  
12:15 PM**

**Location:  
Room 10A**

**Level:  
All Levels**

**Your facilitators:**

This presentation will provide attendees with information about the role of the Canada Border Services Agency at the port of entry, focusing on the immigration process. It will touch on legislated authorities of Border Services Officer based on The Immigration and Refugee Protection Act as well as rights and obligations of the travelling public. New permanent resident processing and refugee processing will be discussed in detail. There will be information on personal exemption for travelers and information regarding the detention center in Toronto.

**Khalida Jelani** has been working at the port of entry for over 8 years. She started her career with Citizenship and Immigration Canada (before the creation of the Canada Border Services Agency). She has held many positions over the years including Immigration Officer, Program Specialist, Duty Manager, Senior Program Officer and currently is working as Senior Officer Trade Compliance. In her current position she is responsible for conducting outreach programs for CBSA.

**Ana Fedel** has been employed by the Canada Border Services Agency for over 12 years. For 10 of those years, she was a Border Services Officer with Canada Customs at Pearson International Airport. Ana currently occupies the position of Senior Officer Trade Compliance. In her current role, she develops and delivers educational seminars and information sessions to promote border and trade programs.

## ***Things to remember before the Conference comes to an end...***

### **Check Out Time**

Check out time is 12:00 noon. Since the workshops on Friday run until 12:15 PM, we advise you to check out before going to your morning activities. Leave your luggage in the assigned luggage storeroom.

### **Closing Plenary**

Please make sure you attend the Closing Plenary on Friday, November 5, at 12:30 in **Room 16**. This will be a light session to share some memories from the last 3 days and to say good-bye to new and old friends. There will be a lucky draw at the end.

### **Conference Evaluation**

We need your input. Please take some time to complete the evaluation forms for the conference and the workshops you have attended. The information collected will guide OCASI's future professional development activities as well as other programs, policy and public education work. **The General Conference Evaluation form is in your folder.** Additional copies are available at the OCASI Registration Desk. After completing the Conference Evaluation form, please deposit it in the evaluation boxes or give it to an OCASI staff member.

### **Information Table**

If you have brought materials for distribution or display, please pick up any remaining materials at the end of the conference. For sure these are useful materials that can be used at other occasions. All materials left on the tables after 12:00 pm on Friday will be recycled.

### **Travel Reimbursement Forms**

We have included **Travel Reimbursement Forms in your Conference folder.** Additional copies will be available at the OCASI desk. If you are only claiming mileage, you can complete the form before you leave. Deposit the completed forms in the box available at the OCASI desk. For other travel expenses original receipts should be mailed to OCASI with the Travel Reimbursement Form. Forms will also be available on line at [www.ocasi.org/conference](http://www.ocasi.org/conference).

### **OCASI Bus Departure**

**The OCASI buses to Toronto and Mississauga will leave Nottawasaga on Friday, November 5 at 2:15 pm sharp.** Please make sure that you are ready by that time. The bus will take you to the OCASI office at Yonge and Eglinton in Toronto or Square One Shopping Centre in Mississauga.

### **Workshops Materials**

You may be interested in accessing materials from workshops that you could not attend. This information will be available by the end of January at <http://www.ocasi.org/conference>.

***Hope you enjoyed this Professional Development Conference, networking with participants from across the province and the facilities at the Nottawasaga Inn Resort.***

***Thanks for participating and have a wonderful trip!***

### **Acknowledgements**

OCASI gratefully acknowledges the financial support of Citizenship and Immigration Canada, Settlement and Intergovernmental Affairs Directorate, Ontario Region. This event is also made possible through the support of the OCASI membership and the contribution of numerous volunteers.



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